



Embassy of the United States of America
Kyiv, Ukraine

JOB OPPORTUNITY ANNOUNCEMENT

036

Date: June 26, 2009

TO: ALL MISSION PERSONNEL

FROM: JOHN K. MADDEN – HUMAN RESOURCES OFFICER

SUBJECT: CONSULAR SERVICES CLERK

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

POSITION TITLE: Consular Services Clerk

OPEN TO: All interested Candidates

GRADE LEVEL: FSN-05, FP-09* (Full performance level)

WORK HOURS: Full Time, 40 hours per week

OFFICE LOCATION: Consular Section/Public Liaison Unit

OPENING DATE: Immediate

DEADLINE: July 12, 2009 at 6 P.M. Kyiv time

**FP-9 is subject to confirmation with Washington.*

NOTE: IN ORDER TO BE CONSIDERED FOR THIS POSITION, ALL INTERESTED CANDIDATES MUST BE *ELIGIBLE* FOR EMPLOYMENT IN UKRAINE AT THE TIME OF SUBMITTING APPLICATION.

ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS ARE REQUESTED TO ATTACH COPY OF THEIR *RESIDENCY PERMIT* TO THE APPLICATION.

BASIC FUNCTION OF POSITION:

The Consular Section Receptionist is responsible for fielding all incoming telephone calls and distributing all incoming correspondence in the Consular Section. Provides basic information over the phone and routes other calls to the appropriate personnel or the automated attendant. Receives and distributes incoming correspondence, performs data entry for routine public inquiries, drafts responses to basic inquiries in both English and Ukrainian, and directs more complex letters to appropriate personnel. Assists with translation of some texts. Serves as the back-up for the NIV Appointment Coordinator/IV Correspondence Clerk during periods of leave. The position requires excellent customer service skills, a strong command of English, Ukrainian and Russian, and attention to detail. The Consular Section Receptionist reports to the Administrator of the Public Liaison Unit.

MAJOR DUTIES AND RESPONSIBILITIES:

➤Fields incoming phone calls and routes them to appropriate personnel or the automated attendant. Provides daily, weekly and monthly statistics on call volume to the PLU Administrator.

35 %

➤Provides basic consular-related information over the phone. Refers to Sections 214(b) and Section 221(g) of the Immigration and Nationality Act of 1952, as amended, to respond to callers' inquiries about the most common nonimmigrant visa refusal reasons. Refers to the Foreign Affairs Manual, Chapter 9, to determine at which Embassies applicants can apply for a visa, depending on their nationality or country of residence. Refers to the local post operational policy to identify and guide applicants who are eligible for the expedited visa renewal program ("drop box") on how to use the program, and advises applicants on options for receiving expedited appointments, such as by filling out the Electronic Visa Application Form (EVAF). Uses local electronic resources such as the appointment database to respond to caller inquiries about when their NIV and IV appointments are scheduled.

35 %

➤Receives and distributes incoming correspondence. Drafts responses for basic inquiries. Keeps the log of the correspondence forwarded from the Protocol Section of the Mission; registers, and forwards such inquiries to the corresponding unit within the Consular Section as advised by the PLU Administrator; follows up on respective processing dates.

15%

➤Assists with translating and/or proofreading Consular Section press releases, information handouts, DV Lottery instructions. Performs other duties (interpreting into English/Ukrainian/Russian during NIV visa interviews) as assigned. Serves as back-up for NIV Appointment Coordinator/IV Correspondence Clerk during periods of leave.

15 %

REQUIRED QUALIFICATIONS:

EDUCATION:

- A secondary or high school equivalent degree is required.

WORK EXPERIENCE:

- One year of prior experience in public or customer service is required. Experience using office computer and software is required. Prior customer-oriented experience in a Western-style office environment is required.

LANGUAGE:

- Level IV (fluent) English skills (writing, speaking and reading) is required. Level IV of Ukrainian and Russian are required.

KNOWLEDGE:

- A basic knowledge of Embassy and Consular Section structure and function is required. The incumbent must also be familiar with the operational environment of Ukraine – economic, political, and cultural context, and role of family ties, in particular – in order to be able to explain to American callers the factors that influence officers' visa decisions.

SKILLS AND ABILITIES:

- Excellent customer service skills, good oral communication skills, solid computer skills, and the ability to handle high-pressure and high-stress situations are required.

APPLICATION AND SELECTION PROCESS:

✓ Interested applicants should fax or mail their *current résumé* and *letter of interest* in **English** to the Embassy Human Resources Office, American Embassy, 4 Hlybochys'ka St., fax # 490-4085. Applications can be also sent by e-mail to: KyivHR@state.gov

Note: Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Applications and letters that are *inadequate or incomplete* will not be considered. Only those applicants who are selected for interviews will be contacted.

- ✓ If you are already employed by the U.S. Embassy, please send a *short memorandum* and *updated résumé* to the Human Resources Office to indicate your interest in this vacancy.
- ✓ Initial screening will be based on the curriculum vitae or résumé and letter of interest. Candidates ranked highest may be invited to meet with HR staff and to take tests as appropriate. Those ranked highest may then be referred for interviews.
- ✓ If two or more US Citizen EFM or US Veteran applicants are being considered for employment, the Post Employment Committee will meet to interview and rank candidates and make a recommendation for employment to the supervisor.
- ✓ Management will consider additional selection criteria that may include issues of *conflict of interest, nepotism and budget implications*.

ADDITIONAL SELECTION CRITERIA:

- ! Current employees serving a *probationary period* are not eligible to apply for this position.
- ! U.S. Veterans and US Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with U.S. law and State Department Regulations. Candidates who claim *U.S. Veterans preference* must provide a copy of their Form DD-214 with their application.
- ! US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- ! US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.

CLEARED: JWolffington - CONS (by e-mail)
 SEinhorn - FMO